

San Luis Obispo County Jail Processes and Outcomes



How the Effort Started



- Department of Social Services, Sheriff's Office, and the Probation Department.
- MOU February 1, 2014
 - Inmates who are currently incarcerated would be the priority for Medi-Cal enrollment.
 - Probation Dept would be the second effort to get post release inmates enrolled, if the inmates were not enrolled while in jail.
 - DSS Eligibility worker would take applications to enroll inmates

Roles of Each Agency



- **Sheriff's Office**

- Complete a volunteer clearance packet on DSS staff who will be coming into the jail.
- Provide DSS staff a tour of the jail and orientation.
- Make available electronic data on the booking and release dates and medical fragility of inmates

Sheriff's Office Role Cont'd



- Ask each incoming inmate if they have medical insurance
- Provide a location for DSS staff to enroll inmates
- Provide a location and Internet access for DSS staff to work when not meeting with inmates

Sheriff's Office Role Cont'd



- Provide for the safety of DSS staff.
- Provide for DSS staff confirmation of inmates' identity and citizenship.
- Distribute educational materials on how to enroll in Medi-Cal and Covered California in jail visitors' waiting area.

Roles of Each Agency



- **Department of Social Services**

- Provide clearance information for DSS staff who will be coming into the jail.
- Have DSS staff cleared to enter jail review and sign Sheriff's Office Rules and Regulations for Jail Programs and Volunteers.
- Meet with inmates in groups or individual application sessions.

Social Services' Role Cont'd



- When possible, obtain signed waivers and authorizations from inmates as needed to gather needed documentation to complete enrollment.
- Provide notification to the inmates who have completed applications with the status of their enrollment.
- Provide educational materials and brochures to inmates and the jail on how to enroll in Medi-Cal and CoveredCA.

Advantages for Inmates



- Ability to participate in outpatient substance abuse and mental health treatment at no cost, immediately upon release
- Remove incarceration as a barrier for enrollment in Medi-Cal
- Reduce recidivism

Target Inmate Population



- **Inmates who will be released within 90 days**
- **Inmates who have a medical fragility**
- **Inmates who do not have medical insurance**
- **Inmates who are hospitalized while in custody**

Pre-Application Screening



- **Sheriff's Office**

- Pre-booking paperwork: ask inmates if they have health insurance

- **Department of Social Services**

- Each potential inmate in custody in the target population is screened in MEDS for coverage

IT Computer Application



- **Sheriff's Office**

- Electronic data on booking, release, medical fragility, and other information is provided to DSS

- **Department of Social Services**

- Jail data imported into application
 - ✦ Reports on inmates seen, applications taken, etc.
 - ✦ Imports real-time information on inmates
 - ✦ Utilized to create lists of inmates to see for application
 - ✦ Suspend inmates' Medi-Cal who are already insured and in custody

Jail Computer Application



DSSNET ACA JAIL LOG

- Jail Inmate List
- Prison Log
- Reports
- Import Booking Data
- Ref Tables Maint
- Sheriff Download

ACA Jail Log - Booking Data as of 9/29/2014

No Date Range thru

 Actual Release Date (Est)
 Appointment Date
 Booking Date
 E32 Date
 Expected Release Date
 Processed Date
 Schedule Date
 Status Date
 Supervisor Date

Medically Fragile Only
 In Custody Released All
 No Insurance Yes Insurance All Insurance

Total Entries = 3638, Selected Entries = 278

	Inmate Name	Inmate ID	Booking Date	Ins Status	Appt Date	Appt Result	Case Number	CIN Number	Expected Release Date	In County	Insurance	Ins Keep	Med Fragile	Status	Status Date	Language	Location
<input type="button" value="Edit"/>	A	4	5		9/16/2014					<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Open		EN	
<input type="button" value="Edit"/>	A	4	2	Declined	5/17/2013	Declined			10/17/2014	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Appt Held	4/8/2014		
<input type="button" value="Edit"/>	A	4	0	Applied	7/29/2012	App Taken	40			<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Appt Held	4/29/2014	EN	
<input type="button" value="Edit"/>	A	4	68		7/24/2013					<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Appt Held	3/20/2014		
<input type="button" value="Edit"/>	A	4	9	Declined	10/10/2013	Declined	40			<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Appt Held	6/5/2014	EN	
<input type="button" value="Edit"/>	A	4	9	Declined	8/12/2013	Declined	40			<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Appt Held	3/31/2014	EN	
<input type="button" value="Edit"/>	A	4	3	Applied	9/17/2013	App Taken	40		10/3/2014	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Appt Held	9/17/2014	EN	
<input type="button" value="Edit"/>	A	4	9		5/25/2013					<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Open			
<input type="button" value="Edit"/>	A	5	8		4/15/2014					<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Open			
<input type="button" value="Edit"/>	A	4	5	Declined	1/1/2014	Declined	C2		9/30/2014	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Appt Held	3/11/2014	EN	
<input type="button" value="Edit"/>	A	4	3	Applied	8/22/2013	App Taken	40			<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Appt Held	4/29/2014	EN	
<input type="button" value="Edit"/>	E	4	i	Applied	6/27/2014	App Taken				<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Appt Held	9/5/2014		
<input type="button" value="Edit"/>	E	4	D		4/29/2014					<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Open			
<input type="button" value="Edit"/>	E	4	1		11/12/2012		40			<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	Open		EN	
<input type="button" value="Edit"/>	E	4	1	Applied	9/26/2014	App Taken				<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input checked="" type="checkbox"/>	Appt Held	9/26/2014	0	

Processing Applications



- **Display Institutional Care Summary**
 - Booked date and expected release date
- **EDBC and N7 Override**
 - Override system to put correct eligibility for person in custody
- **Batch Exception**
 - Prevents EDBC from running and changing overridden aid code
- **MEDS Coordinator**
 - Ensures N7 aid code goes to MEDS for correct months

Processing Applications Cont'd



Worker Home ✕

Main Navigation ✕

Display Institutional Care Summary ✕

Display Institutional Care Summary > Collect Institutional Care Detail

Related Links

- Authorization
 - Rescind
- Authorization
- Benefit Issuance
- Benefit Recovery
- Case Assignment
- Case Inquiry
- Data Collection
- Employment Services
- Wrap Up

Collect Institutional Care Detail -

[View History](#) | [View Deleted](#) | [Case Comments](#) | [Held Changes](#) | [Run EDBC](#) | [PR Details](#)

[Save](#) [Switch](#) [Reset](#) [Add](#) [Detail](#) [Delete](#) [Print](#) [Close](#)

* Effective Begin Date: 08/01/2014

Effective End Date:

* Type: County Inmate

* Institution Name: San Luis Obispo County Jail [Find...](#)

Verification: Received

* Source: Other Conclusive Verification

Negotiated Rate:

* Admission Date: 07/08/2014

Date Expected to Leave: 10/06/2014

Discharge Date:

Is the Stay in the Institution Permanent [Y/N]: No

Has the Individual been Sentenced [Y/N]: Yes

Is the Institution FNS/State Certified[Y/N]: Yes

Does the Institution provide Meals[Y/N]: Yes

Letter of Rate provided[Y/N]: No

Referred by Mental Health Case Manager[Y/N]: No

Processing Released Applications



- **Release Dates**
 - Eligibility worker works with Sheriff's Office
 - Release dates are on the data imported from the jail
- **Display Institutional Care Summary**
 - End date the screen for the month before the actual release date, if possible for CalWIN
- **Run EDBC**
 - Reevaluate month before release date and each consecutive month to get future month passing full-scope Medi-Cal
- **MEDS coordinator**
 - Changes N7 to full scope Medi-Cal for correct months

Processing Released Applications Cont'd



Worker Home x

Main Navigation x

Display Institutional Care Summary x

Display Institutional Care Summary > Collect Institutional Care Detail

Related Links

- Authorization
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Collect Institutional Care Detail -

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[Save](#) [Switch](#) [Reset](#) [Add](#) [Detail](#) [Delete](#) [Print](#) [Close](#)

* Effective Begin Date: 08/31/2014 [?](#) Effective End Date: 08/31/2014 [?](#)

* Type: County Inmate

Verification: Received

* Institution Name: San Luis Obispo County Jail [Find...](#)

* Source: Other Conclusive Verification

Negotiated Rate:

* Admission Date: 07/08/2014 [?](#)

Date Expected to Leave: 10/06/2014 [?](#)

Discharge Date: 09/30/2014 [?](#)

Is the Stay in the Institution Permanent [Y/N]: No

Has the Individual been Sentenced [Y/N]: Yes

Is the Institution FMS/State Certified[Y/N]: Yes

Does the Institution provide Meals[Y/N]: Yes

Letter of Rate provided[Y/N]: No

Referred by Mental Health Case Manager[Y/N]: No

Suspending Medi-Cal Benefits



- **Inmates Already Receiving Medi-Cal**
 - Each day, a list of inmates booked the prior day who are still in custody is checked in MEDS for Medi-Cal coverage.
 - The Jail Computer Application has a button to send an electronic form to our MEDS coordinator to suspend Medi-Cal.
 - DSS case comments and mails suspension NOA to clients about the suspension of their benefits.

Launch Dates



- **Started March 2014**
 - Eligibility worker went three days
- **April 2014**
 - Eligibility worker went 15 days
- **May 2014**
 - Eligibility worker started going almost daily

Setting the Foundation



- **Starting out**
 - Seeing everyone
- **Creating Daily Lists of Inmates to See**
 - Began with release dates
 - ✦ 04/11/2014: released within 30 days
 - ✦ 05/09/2014: released within 60 days
 - ✦ 05/21/2014: released within 90 days
 - Medically fragile
 - ✦ 06/05/2014: began creating lists weekly
 - Hospitalized Inmates
 - ✦ Prioritized when inmate is hospitalized

Data on Progress



- **Inmates seen for Enrollment up to 04/14/2014**
 - 335: 165 applications taken, 170 inmates declined applications
- **Inmates seen for Enrollment up to 05/13/2014**
 - 650: 347 applications taken, 303 inmates declined apps
- **Inmates seen for Enrollment up to 07/16/2014**
 - 934: 494 applications taken, 440 inmates declined apps
- **Inmates seen for Enrollment up to 08/31/2014**
 - 1110: 584 applications taken, 526 inmates declined apps
 - ✦ 556 applications processed

Current Progress



- **Inmates seen for enrollment up to 09/30/2014**
 - 1177: 624 applications taken, 553 inmates declined apps

Data Cont'd



- **Non-targeted inmates who request applications**
 - Average 7/week beginning 05/2014
- **Inmates who Declined Applications (553)**
 - Already insured
 - Undocumented inmates
 - Inmates planning on living out of state
 - Over the income limit for MAGI Medi-Cal
 - Did not want to get out of bed
 - Other denials (did not want insurance, etc.)

Challenges



- **Declined Applications**
- **Jail Shift Change**
- **Being Aware of the Environment**

Lessons Learned



- **See inmates in the afternoon and not morning**
 - Inmates are reluctant to wake up early
- **Ask the inmates if they have health insurance and if they would like to apply for health insurance**
 - Avoid only asking inmates if they would like to apply for Obamacare

Lessons Learned Cont'd



- **Give inmates educational brochures**
 - Drug and alcohol services
 - Medi-Cal coverage—including dental
 - Inmates show each other the information
- **If possible, take applications inside of dorm setting housing units**
 - Builds enthusiasm for the program
 - Inmates can ask their questions

Lessons Learned Cont'd



- **Have a defined, daily routine**
 - Know which housing units to go see inmates
 - Have the least amount of movement possible
 - ✦ Minimize impact on officers
- **Eligibility worker goes to the jail daily**
 - Inmates are booked and released everyday. This ensures the maximum amount of inmates are seen for health applications.

Lessons Learned Cont'd



- **You can always change N7, restricted benefits, to full scope coverage**
 - Put an inmates coverage to N7. It can always be changed to full scope Medi-Cal.

- **Keep Track of Everything Brought Inside the Jail**
 - Some inmates may try to steal contraband.

Lessons Learned Cont'd



- **The Less of a Footprint with the Officers, the Better**
 - Be aware of the environment
 - ✦ Learn when to see inmates and when not to
 - When are the officers most busy?
 - When are meals given?
 - When are lockdown times?
 - Is there an emergency?

Contact Information



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